



## Helena Indian Alliance / Leo Pocha Memorial Clinic

501 Euclid Avenue, Helena, MT 59601 ♦ 406-449-5796 ♦ 406-449-5371

### Helena Indian Alliance Telemedicine Options

Dear HIA Patients and Clients,

As efforts continue across the state, the nation, and the world, to contain the coronavirus COVID-19 continue to intensify, HIA is working to expand and utilize telemedicine capabilities to implement telehealth options for our established clients. HIA will be utilizing the SecureVideo program which is a HIPAA compliant video conferencing service which allows our providers/clinicians to contact you via ZOOM and conduct a live face to face encounter.

HIA's IT Department has worked diligently to get this service up and running as soon as possible. Listed below are criteria that are needed on the client side:

#### Prerequisites needed to conduct a ZOOM conference:

- An active email account so a meeting link can be sent to
  - The ZOOM app must be downloaded to the device being used
- Any smart phone with a **camera** connected via data plan or internet
  - A meeting link can be sent via text message if needed
- Any computer with a **camera** connected to internet

**Patients** please call into our offices to see if this is an option for you and instructions to enroll can be given, or email [telemed@helenaindianalliance.com](mailto:telemed@helenaindianalliance.com) and enter **Telemed Enrollment** in email header. When you contact us, please provide to us the following information when requesting to use the telehealth options.

- Full Name
- Active Email Address
- Mobile Phone Number
- Name(s) of Facility Provider/Counselor
  - Nurse Practitioner
  - Substance Abuse Counselor
  - Mental Health Counselor

Thank you for your cooperation during this unprecedented period in our country.

Sincerely,

Todd J. Wilson  
Executive Director, Helena Indian Alliance

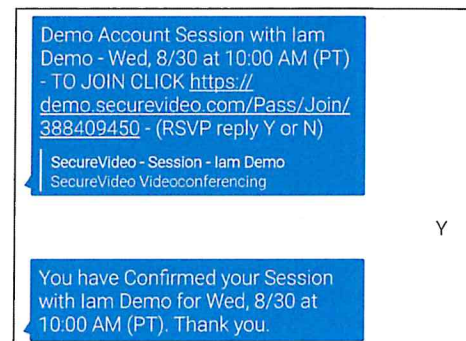
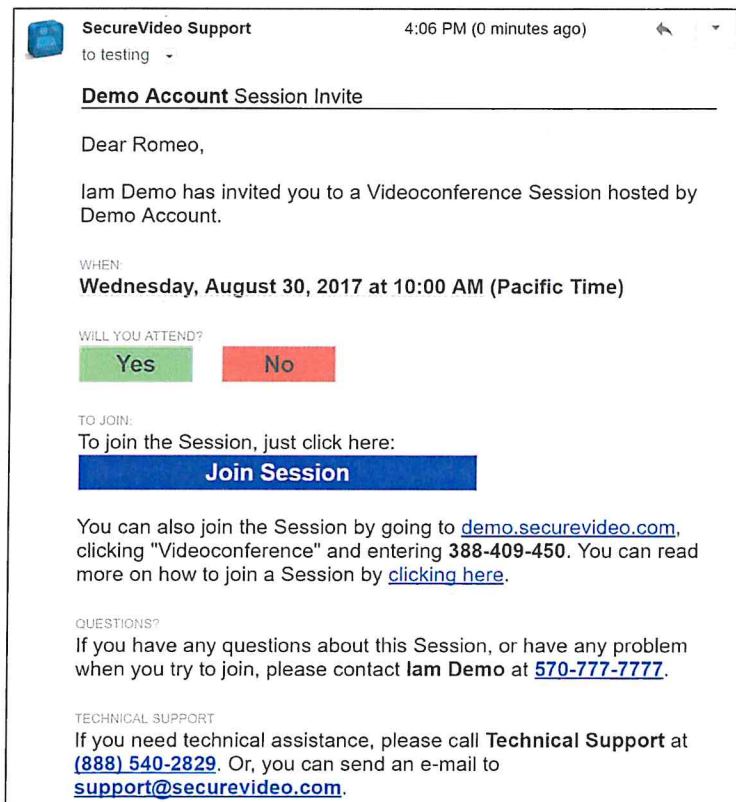
# How your invitees will enter your waiting room

Invitees can enter sessions by clicking on a link in their session invitation e-mail, invitation text, or by using a session Access Code that you provide them with.

## a. If Using a Session Invitation

- 1a. The session invitation an invitee receives includes the time and date of the session, their session Access Code, and a **Join Session** button or link.
- 2a. Your invitee RSVPs with **Yes** or **No**.

The invitee also receives a reminder e-mail/text 2 hours before the session, and 10 minutes before the session. They will both have the **Join Session** button or link, which will direct your invitee to your waiting room page (Step 3).



**b. If Using the Access Code**

- 1b. Your invitee can go to the SecureVideo website ([www.securevideo.com](http://www.securevideo.com)), and click the **Join a Session** button in the upper right-hand corner.



- 2b. On the next page, they can enter their 9-digit session Access Code (using hyphens or spaces are optional). Then they click **Go**.

A screenshot of a web form titled "Join a Session". Below the title is a text input field labeled "Access Code" with a placeholder "9 Digit Access Code". Below the input field is a blue button with the text "Go >".

**a. If No Payment is Required**

- 3a. When your participant clicks on **Yes** to confirm their attendance, they will be directed to the waiting room page where they can test their connection. Clicking on the **Join Session** button or link in their invite will also direct them to this page, where they will use the **Enter Waiting Room** button at the time of the session.

A screenshot of a waiting room page titled "Session - Iam Demo". The page displays session details: "Wednesday, 8/30/2017" with a calendar icon, "10:00am (PT)" with a clock icon, and the phone number "570-777-7777" with a phone icon. Below the phone number is a link "Add to Calendar" with a dropdown arrow. To the right, there is an envelope icon and the text "Your RSVP: Yes, will attend". At the bottom right, there is a large blue button with the text "Enter Waiting Room". A red arrow points to this button.